

# KEYNOTE SPEAKER

**Wednesday, July 24, 2002, Opening Session, 8:30 a.m.  
Fred Soto, Straight Talk™ Enterprises**

To formally open the 33rd National Training Program, Federally Employed Women, Inc. (FEW) is proud to have Mr. Fred Soto as Keynote Speaker. Fred Soto, Ph.D. is an internationally respected motivational speaker, author and seminar leader who has helped a quarter of a million people and hundreds of organizations improve their performance. His career experience includes national and regional leadership positions in the fields of Diversity Human Resources and Organizational Effectiveness.

An expert in management science, he is the author of two widely acclaimed books *“Diversity: Straight Talk for the Trenches”* and *“Managing Diversity in the New Reality – A Handbook for Program Managers.”* His topics are derived from twenty years of his personal research into effective leadership, organizational behavior and personal effectiveness.

He has been a keynote speaker and seminar leader for over 400 conferences and hundreds of leading organizations. His strategies for change have been presented in the White House Conference Center, the Equal Employment Opportunity Commission, George Washington University, the Smithsonian Institute and many private sector organizations.

His numerous awards from professional associations and civil rights groups include a lifetime achievement award for “international leadership and training excellence.”

FEW has invited Jeb Bush, Governor of Florida, Roy D. Bridges, Jr., Center Director of Kennedy Space Center, Mayor Glenda Hood and Kay Coles James, Director of the Office of Personnel Management to offer welcoming remarks. It is expected that FEW’s coalition partners BIG, FAPAC, and IMAGE will have a representative to offer a welcome at opening session.



**Friday, July 26, 2002, NTP Closing Plenary Session, 10:30 a.m.  
Fred Soto, Straight Talk™ Enterprises**

The 2002 NTP is breaking new ground by offering Mr. Fred Soto as both Opening Session and Closing Session Keynote Speaker. Mr. Soto will be here at the NTP all week visiting with attendees. He will close the 33rd NTP by highlighting the week’s activities, offering methods for implementing what you’ve learned, and how to sustain those valuable contacts you’ve made by networking.

# NTP WORKSHOP PRESENTERS

## A

### MARIA ARTISTA-CUCHNA

Maria Artista-Cuchna began working for the Social Security Administration in September 1993. She worked as a Claims Representative in the Midtown, Manhattan Field Office until 1996 when she moved to Social Security Headquarters in Baltimore, MD to assist in testing new software. In September 1998, she began working with the Office of Communications where she concentrates on informing and educating targeted groups, such as youth, women and minorities, about Social Security. Maria has a Bachelor's degree in Political Science and a Master's degree in U.S. Foreign Policy at American University in Washington D.C..

## B

### KIMMARIE BARRETT

Kimmarie started her career at Kennedy Space Center in December of 1986 working for NASA as a Secretary. In 1996, Mrs. Barrett pursued a career change and got involved in desktop support. As she progressed, Kimmarie became very involved in Email Administration, which eventually became her primary role in the organization. She began creating and maintaining domain logon and email accounts as well as assisting customers on a regular basis with e-mail issues. In December 1999, NASA began the process of outsourcing the desktop support services to a contractor. Kimmarie decided that System Administration was where she wanted to remain and went to work for the OAO Corporation; the company awarded the ODIN contract. Mrs. Barrett has a Microsoft Certification in NT Server 4.0 and hopes to obtain another in Windows 2000 server.

### LINDA BEAUREGARD, S.F.O.

Linda is a professed Secular Franciscan since October 1986, Lady Poverty Fraternity, where she has held various offices for fifteen years. She currently works at San Pedro Retreat Center as Program Coordinator and is on the pastoral staff. She has been at the Center for the past eighteen years working with programming and marketing. She has coordinated the Elderhostel Program at San Pedro Center for the past twelve years and has run over 200 programs from Music to Baseball to Space Camp

### ANN BLEY

Ann Bley currently serves on the FEW National Board of Directors as the Awards Chair. She is a federal employee with 23 years in the government, and is employed as a Senior Program Analyst/Business Manager on the Program Manager Brigade Combat Team, Department of the Army. Ms. Bley has been a member of FEW since 1979 and is a lifetime member. She has held several offices in the organization that include: Chapter President, Chapter Vice President, Regional Legal Chair, and NTP 1985 Workshop Co-chair. She has a BA from the University of Michigan, and an MBA from Boston University.

### LINDA BORS

Linda Bors is a Senior Operations Research Analyst for the U. S. Strategic Command at Offutt Air Force Base, Omaha, Nebraska. She holds a BS/MS in Mathematics and an MBA in Finance. She previously taught mathematics at the college and secondary levels. Ms. Bors is a lifetime member of FEW, currently serving as National Finance Chair, and is very active in the Mid-Continent Region.

## C

### MARLENE CHISM

Marlene graduated Summa Cum laude from Drury University with departmental distinction in the area of communications. As president of iCARE Presentations, she has provided both keynotes and educational training locally and nationally working with people who want to clarify their vision, build their success, and take charge of their personal and professional life. She is also active in the community and serves as President for Marks Literary Council.

### BRUCE CLARKE

Bruce Clarke is the founder and lead facilitator for New Horizons Diversity Consultants, which he established after retiring from the U.S. Army. His professional facilitation skills and his expertise in diversity, prevention of sexual harassment and discrimination are attributed to his last duty assignment at the prestigious Defense Equal Opportunity Management Institute (DEOMI). His facilitation and training experience encompasses both Corporate America and U.S. Government agencies. Mr. Clarke has developed training concepts and programs that have been used in several organizations as well as developing his company's definition of diversity that continues to grow in popularity, both in its use and understanding.

# NTP WORKSHOP PRESENTERS

## CAROL CLENDINEN

Carol is a Registered Nurse, a Licensed Psychotherapist, and an Addictions Professional. She has a background in business and healthcare administration and has been President of the Leesburg Chamber of Commerce. She instituted their Leadership Lake program and graduated from Leadership Florida. She has received numerous community awards. Presently, she is an Adjunct Professor at Lake Sumter Community College and is a speaker and trainer in the area of stress, wellness and making life more User Friendly!

## VENITA COLBERT

Ms. Colbert is the founder and CEO of Before Crisis, The Life Management Group of Upper Marlboro, MD, a counseling and training organization. In this capacity, Ms. Colbert designs and develops customized programs tailored to meet the needs of each organization or individual. Her services promote change methodologies and strategies that subscribe to situational leadership and individual training needs. Ms. Colbert holds a Masters of Human Services degree in Social Science from Lincoln University in Oxford, PA. She is a certified Cognitive Behavioral Therapist by the National Board of Cognitive Behavioral Therapists and the National Association of Forensic Counselors. She also did her Bachelor of Arts degree coursework in Communicative and Performing Arts at the University of the District of Columbia in Washington, D.C.

## LILLIAN COOKE

Lillian Cooke is a motivational speaker who enjoys presenting workshops. Her word to live by is "flexibility," because the world is constantly changing. She is a budget analyst with Air Force Materiel Command at Wright-Patterson Air Force Base. She has two children and one grandchild – Miss Wings. She has degrees from Alabama Christian College and Auburn University at Montgomery. She is a Lifetime Member of Federally Employed Women, a Division Governor (District 40) with Toastmasters International, and a member of the American Society of Military Comptrollers.

## JANET COOPER

Ms. Cooper is a successful EEO Attorney in private practice in the District of Columbia area, and handles cases throughout the United States.

## MELINDA CRAWFORD AND CATHERINE EYER

Melinda and Catherine are independent BeautiControl Sales Directors/Image Consultants from Oklahoma. Their exclusive image services have taught women how to make smart shopping choices and create their best looks. They are trained in professional color analysis, cosmetic makeovers, body typing, wardrobing, accessorizing, and fashion personalities.

## JULIUS T. CROUCH

Julius is the CEO and Chief consultant of TRIAD Consultants, a diverse firm focusing on Management, Human Resources and Diversity issues. The firm's primary focus has been in the public sector. Julius is currently serving as a member of the National Board of Directors of Blacks In Government. As a government employee, Julius has had a varied and interesting career. He served eight (8) years on active duty with the U. S. Army and four (4) years as a Reservist. He attained the rank of Major while serving in the military. He has over 20 years of experience in Equal Opportunity and Human Resources, mostly with the Department of the Army. He has also worked for the Department of Air Force and for the Office of the Secretary of Defense. Julius Retired from Federal service with over 32 years of government service.

## CAPT. CAROL CHANG CULBERTSON, U.S. NAVY, SELECTED RESERVE

Carol Chang Culbertson is a Captain (0-6) in the U.S. Navy, Selected Reserve. Capt. Culbertson serves as the Deputy Reserve Intelligence Area Commander for Training and Readiness, Naval Reserve Intelligence Area FIVE, headquartered at Buckley AFB, Aurora, CO. By request of the National President, Capt. Culbertson serves as the Special Assistant for Military Women for the National FEW organization. In her Federal civil service career, Capt. Culbertson is an Equal Employment Opportunity Specialist for the Internal Revenue Service (IRS) headquarters in Denver, CO. Capt. Culbertson is also the President, FEW High Plains Chapter of Aurora-Denver, CO.

## D

## DR. JOAN DE SIMONE

Dr. Joan De Simone is a senior consultant and partner in Joan De Simone, Ph.D. and Associates Consulting; a minority/female owned and operated business, in Towson, Maryland. Her forte is in the planning, design, and implementation of organization-wide leadership and management training, organization development, diversity, gender equity, and mentoring training initiatives. Joan also serves as an organizational consultant, executive coach, mentor, and adjunct associate professor in Applied Behavioral Science at the Johns Hopkins University, MBA and Police Executive Leadership Programs, and assists organizations with understanding multicultural issues, organization development, management training, and customer service.

# NTP WORKSHOP PRESENTERS

## DR. MARC A. DE SIMONE, SR.

Dr. Marc De Simone is a senior consultant and partner in The International Leadership Development Consortium, Inc. in Towson, Maryland. His forte is in the planning, design, and implementation of organization-wide leadership and management training, organization development, diversity, gender equity, and mentoring training initiatives. Marc also serves as an organizational consultant, executive coach, mentor, and adjunct associate professor in Applied Behavioral Science at the Johns Hopkins University, MBA and Police Executive Leadership Programs, and assists organizations with understanding multicultural issues, organization development, management training, and customer service.

## WANDA J. DORSEY

Wanda J. Dorsey is a certified Self-Esteem facilitator and published author. She is a dynamic speaker who has dealt with women's issues for more than two decades as an Equal Employment Opportunity Specialist and Federal Women's Program Manager for the Department of the Army. She holds a Bachelor of Science Degree in Education from the University of Missouri. She is the author of *Life Is Right In Any Case: Affirmations that God Is!*, an inspirational book about Life, Love, and God. Wanda is a member of National Association of Female Executives, Black Women's Coalition of Atlanta, Inc., and Delta Sigma Theta Sorority

## JOYCE DUCO

Author of *Can you Cope with Happiness?* and *Self-Image is the Key*, Joyce Duco has spent more than 24 years in the field of education and counseling. Her early professional life as a nun and probation officer working with juveniles was chronicled in the "Movie of the Week, Weekend Nun." The struggles she encountered during that dual life eventually led to the very difficult decision to leave the convent and start a new life and a new career.

## CAROLYN DUFF

Carolyn Duff is a communications consultant, workshop presenter and author of *When Women Work Together* (Conari, 1993) and *Learning from Other Women* (Amacom, 1999). A nationally acclaimed speaker on gender-related workplace topics, Carolyn Duff is a partner in BCA Resources, a consulting and training business based in Fort Collins, CO. She is currently working with a cardiologist on a book that takes an updated look at stress and women's health.

## E

### WILLIAM EASON

William Eason is a Training Specialist, with the Army Training Support Center, at Fort Eustis, Virginia. With more than 20 years experience as a trainer, he has taught personal development workshops throughout the country. When time permits, he conducts workshops for High Schools and Colleges. He's a former member of the Peninsula Chapter of FEW and member of a local Toastmaster Club. Mr. Eason has a BA in Sociology and a Masters Degree in Public Administration.

### CATHERINE EYER AND MELINDA CRAWFORD

Catherine and Melinda are independent BeautiControl Sales Directors/Image Consultants from Oklahoma. Their exclusive image services have taught women how to make smart shopping choices and create their best looks. They are trained in professional color analysis, cosmetic makeovers, body typing, wardrobing, accessorizing, and fashion personalities.

## F

### ARLENA FITCH-GORDON

Arlena Fitch-Gordon serves as the Diversity Manager for the Defense Security Office, Defense Security Service. In this role she is responsible for administering the Diversity program for 135 employees. Arlena has held various supervisory/management positions for the last 20 years. With over 39 years of government service, she has received many prestigious awards in recognition of her contributions to promoting equal opportunity and cultural diversity in the workplace. She attended Ohio State University, Columbus Community College and was a 1993 Graduate of Leadership Columbus. Currently, she was selected as student for Project Diversity 2002 sponsored by United Way. She serves as the Regional Diversity Chairperson for the Great Lakes Region of the Federally Employed Women. She is the National FEW Vice President for Diversity.

### LINDA L. FRESH

Linda L. Fresh is presently the Federal Women's Program Manager (FWPM) for the FBI located at their Headquarters in Washington, D.C. She provides guidance and information regarding women's issues, women's conferences and programs, sexual harassment, and discrimination issues to over 50 FWP Coordinators located in Field Offices across the country and Legats around the world. As FWPM, Bureau, she continually reviews statistics regarding the status of women in the FBI and reports findings in the Annual Affirmative Employment Program Plan. She also works with and conducts training on the issue of sexual harassment and sits on the Attorney General's Sexual Harassment Advisory Committee.

# NTP WORKSHOP PRESENTERS

## G

### LAWRENCE GARDNER

For thirty years Lawrence has worked in the cosmetic industry and has a tremendous respect and awareness of issues that women face. His years of classroom delivery have prepared him to deliver and get results as a professional speaker. Utilizing humor as a tool to encourage the audience to sit back and reevaluate where they are, where they want to be, and how to get there is more significant and pertinent in his effectiveness than the Master of Science degree he holds in education.

### DEBRA WASHINGTON GOULD

Debra Washington Gould is an inspirational speaker, trainer, management consultant, and author and is president of Debra Gould & Associates, LLC based in New Orleans, Louisiana. Debra works with corporations, professional associations, schools/ universities that want to help and influence others to grow and increase their business potentials and personal power.

### BARBARA GRAY

Barbara Gray is an international best selling author and publisher of *Energy Management, How To Increase Your Positive Energy Level, Come Grow With Me, The Christmas Angels, Success Through Spirituality for Women, and Life's Instruction Books For Women, Volumes I, II, and III*. She presents seminars nationally and is a well-known radio and TV personality. Barbara's purpose in life is to be a light worker, a healer, and to talk about the innate power of the body to self-heal.

## H

### BERT HENDERSON, APR PHOENIX MCKINNEY, APR

Bert Henderson and Phoenix McKinney are the principal partners in Henderson McKinney & Associates. Henderson and McKinney specialize in career management, organizational management and media management consultation and training. Both are nationally accredited and recognized public relations professionals and trainers. Henderson holds a Master in Education and a B.A. in Mass Communications. McKinney, a former FWP Manager, holds a Master's in Management and a B.A. in Journalism.

### TARA HERRIOTT

Tara Herriott is an international trainer and inspirational, keynote speaker. She was a successful senior sales director for 10 years with an international direct sales corporation. Tara then became a Dean with the International Association of Entrepreneurs traveling the U.S. doing human resource seminars and changing lives. A "red-headed Irish lass" married to a Scotsman, Tara had to learn through personal experience that words could be cutting or kind. Earlier her mouth would speak before she thoughtfully considered the results. Her tongue had been a "sword" to be guarded; now she has learned that it can be her greatest asset.

### JEANETTE S. HITE

Jeanette S. Hite is FEW National Vice President for Training & Communication. A 30-year veteran of the federal workplace, Jeanette has spent the majority of her career with investigatory or prosecutory agencies, specifically, the Federal Bureau of Investigation (FBI) and the Department of Justice. She is currently enjoying the experience of a new assignment with the Department of Health and Human Service. She was an EEO Counsel with the FBI for ten years. She is a graduate of the University of the District of Columbia with an Associate Degree in Legal Studies.

## K

### FREDA KURTZ

Ms. Kurtz is past National President of FEW. She has served in many other offices at the national level as well as the regional and chapter levels. While President, Freda presented testimony to the Congress on several occasions. One of her proposals was passed by both houses of the Congress and signed into law by the President of the United States. She was presented a Congressional Plaque at the time of her retirement from the United States Air Force as a Supervisory Operations Research Analyst.

## L

### NANCY R. LARSON, J.D., ATTORNEY AT LAW

With 20 years of experience in the field of law, Nancy Larson provides estate planning to people of all ages and their families. Nancy provides information using easy to understand terms. As a member of the AARP Legal Network, and a volunteer for the Alzheimer's Association, Nancy works with individuals and various organizations to provide insight when planning for the future.

# NTP WORKSHOP PRESENTERS

## NANCY J. LEWIS, MS. PHR

Nancy completed her graduate degree at Georgia State University in 1994 with a Master's Degree in Urban and Public Affairs with concentration in Human Resources. Nancy is an adjunct faculty member at Georgia State University teaching an undergraduate Human Resources class. Nancy has been a trainer for nineteen years in a variety of industries. She worked as a Dale Carnegie trainer for thirteen years where she was certified in five of their seven courses. Nancy was a Seven Habits facilitator while working as the Human Resources manager for Northwest Airlines, Inc. in Atlanta. She is a Myers-Briggs qualified instructor and a certified mediator. She is also certified as a Carlson trainer.

## MARIE E. LOPEZ

Marie is employed by the Air Force Inspection Agency (AFIA) at Kirtland AFB, Albuquerque, New Mexico. She is responsible for training military personnel on a bi-annual basis at AFIA University. AFIA University is an orientation course designed to familiarize all new inspectors with the Agency's mission and role in the Air Force Inspector General process. She facilitates the majority of University blocks. AFIA University is a 1-week session with both military and civilian instructors. She recently trained the first 1-day Survey Development Course offered at AFIA.

## DORENE LUDWIG, M.F.A.

PRESENTER, TRAINER, SPEAKER in Communications, Management, Arts, Humanities, Media and Education: Gender, Diversity, and Disability Awareness for NASA, BLM, NPS, DOD, U. S. Army, USFS, DOE, FDA, AAUW, Museums, Universities and more. Appearances from Ford's Theater and Hearst Castle to the Kennedy Center and the L. A. Convention Center. PERFORMING ARTIST: standing ovations from coast to coast for nine one-person/multiple character historically accurate productions. CREATOR, PRODUCER, WRITER, DIRECTOR including research, planning, development and execution of programs for the stage, events, live presentations multiple media, living history, curriculum, conferences (one time use or repeated presentations). EDUCATOR: UCLA, USC, Community Colleges, other institutions/organizations.

## ROSIE LUMETTA

Ms. Lumetta is an Accountant at DFAS-Denver. Previously, she worked as the Comptroller Career Program Manager in Heidelberg, Germany. She has developed numerous workshops on a variety of topics, including time management, motivation and assertiveness. She has conducted these workshops throughout the U.S. and Europe. In 1997, Ms. Lumetta won the HQDA Annual Award for Education, Training, and Development and the National ASMC Silver Award winner in the same category.

## M

## SARITA MAYBIN

Sarita is an award-winning professional speaker who has trained thousands of people in 46 of the 50 states, Canada, England, and Asia. She has a Masters degree in Counseling and 13 years experience as a supervisor in Higher Education. She is also a Toastmasters Humorous Speech Contest winner, the Immediate Past President of the San Diego Chapter of the National Speakers Association and a contributing author of a new book on employee productivity. For more information on Sarita, visit her website [www.SaritaTalk.com](http://www.SaritaTalk.com).

## ELLEN Mc KENZIE

Ms. McKenzie was FEW National Secretary from 1998-2000. She also has served on various committees in the Southwest Region and at the National level. She has worked on the National Awards committee. Her "hands-on" experience at the chapter, regional and national levels have given her the knowledge and experience to conduct training on membership recruitment.

## PHOENIX MCKINNEY, APR

## BERT HENDERSON, APR

Phoenix McKinney and Bert Henderson are the principal partners in Henderson McKinney & Associates. Henderson and McKinney specialize in career management, organizational management and media management consultation and training. Both are nationally accredited and recognized public relations professionals and trainers. Henderson holds a Masters in Education and a B.A. in mass communications. McKinney, a former FWP Manager, holds a master's in Management and a B.A. in Journalism.

## METRO CRIME PREVENTION OF FLORIDA

Metro Crime Prevention is a community service organization developed by former law enforcement officers and is sponsored by local locksmiths and manufacturers of various safety equipment. Their mission is to achieve a heightened awareness by the public of the current criminal threat facing everyone in today's society and show effective measures to counter that threat. Of note, there is a violent crime committed in Florida every 22 seconds.

## JEANETTE S. MILLER

Jeanette served as President of FEW from 1998 – 2000. She previously served as Executive Vice President, VP for Policy & Long Range Planning, VP for Compliance, and VP for Training. Jeanette is a committed advocate for equal opportunity and an avid supporter of affirmative action programs. She believes that Federal employees should be aware of pending legislation affecting their federal future, and has worked to provide education through grassroots legislative training for FEW.

# NTP WORKSHOP PRESENTERS

## SANDRA WILLIS MOODY

Ms. Moody serves as the Managing General Agent of Dehan Enterprises Insurance & Financial Services, LLC., in Columbus, OH. For more than twenty years, she has educated individuals and organizations on strategies to create, accumulate and protect wealth. She is an Adjunct Professor of Finance and Insurance at Franklin University and provides hundreds of hours of training to both youth and adults in personal finance. She is the recipient of numerous honors and awards including the Federal Defense Community's 1997 Carter G. Woodson Award. Ms. Moody has a Masters Degree in Finance from Clark Atlanta University and a Bachelors of Science in Psychology and Sociology and Macalester College in St. Paul, MN.

## DR. CHERI MOORE

Dr. Moore has a Doctorate in Christian Psychology, A Masters in Christian Psychological Counseling and a Bachelor of Science degree in Political Science. Cheri Moore is a Christian Black/American Indian woman who is culturally aware of the many diverse people that might need guidance in solving problems. She is multi-lingual and speaks three languages, and she is ethnic sensitive. Her counseling experience spans eight years in a variety of settings: churches, clinics, schools, private practice and a psychiatric hospital. Dr. Moore has special interests and expertise in the areas of Forensic Assessments and Counseling, Adolescents Behavior disorders, Sexual deviance and disorders, Pain management, and Marriage Therapy.

## GREG MOORE

Greg Moore, president of Moore & Associates, is a certified EEO Trainer, Mediator, EEO Counselor and small business owner. He is a former charter member of the Defense Equal Opportunity Management Institute (DEOMI) Civilian EEO Directorate, Defense Logistics Agency EEO Officer, U.S. Air Force Chief EEO Officer. Greg holds a Master's Degree in International Relations from Troy State University and a Master's Degree in Public Administration from Southern Illinois University at Edwardsville.

## PEGGY MORROW, CSP

Peggy Morrow is a professional speaker, author and owner of her own training and development company, Peggy Morrow & Associates, specializing in highly customized programs for associations, government agencies, schools and business. She also shares her expertise as a business columnist who has written over 400 articles on customer service and management, is a weekly newspaper columnist and has been named as a content expert for Inc. magazine's website, Inc.com. Peggy is the author of the book, *Customer Service: The Key To Your Competitive Edge* and is a co-author of *Celebrate Customer Service*.

## MARY KAY MUELLER

Mary Kay Mueller, also known as "The Gratitude Guru," is the author of two books, the most recent being, *Taking Care of Me: The Habits of Happiness*, now being translated into 5 languages. Known for her heart-hitting and positively practical presentations, Mary Kay Mueller teaches us how to be positive "No Matter What!" Her unique understanding of positive attitude and ability to communicate core concepts to audiences from homeless shelters to boardrooms, from cruise ships to community groups, distinguish her dynamic keynotes and seminars.

## N

## DOROTHY E. NELMS

Dorothy E. Nelms retired from the U. S. Department of Housing and Urban Development after 28 years of federal service, and then completed the requirements for a Doctor of Jurisprudence (J.D.) at the George Washington University National Law Center, in Washington, D.C. She is currently an attorney in Washington and a Consultant to Management in the areas of Valuing and Managing Cultural Diversity; Equal Employment Opportunity, Affirmative Action, Prevention of Sexual Harassment, Organizational Effectiveness, Team Building; and Human Resources Management.

## NEW HORIZONS COMPUTER LEARNING CENTERS, INC.

New Horizons Computer Learning Centers, Inc. is the world's largest independent IT training company and a subsidiary of New Horizons Worldwide, Inc. New Horizons provides customer-focused computer training choices by delivering approximately three million student-training days per year. With more than 280 centers in 46 countries, New Horizons features over 2,000 classrooms, 2,500 instructors and 2,200 account executives (salespeople). For more information, visit [www.newhorizons.com](http://www.newhorizons.com).

## O

## MARÍA MERCEDES OLIVIERI

María Mercedes Olivieri is the Assistant Director for Diversity in the U.S. Office of Personnel Management. The Office monitors and reports on the state of diversity in the Federal Government. Ms. Olivieri's academic background includes a BA in Secondary Education from the University of Puerto Rico in Río Piedras and substantial graduate work in public administration and communications. Ms. Olivieri is an alumnus of the National Hispanic Leadership Institute (NHLI) 2000 program. She has certificates from both the Harvard University Kennedy School of Government's Executive Leadership Program and the Center for Creative Leadership's Leadership Development Program.

# NTP WORKSHOP PRESENTERS

## P

### JEAN PARKER

Jean Parker is a Human Resources Manager and trainer at the Library of Congress (LOC) who manages the agency's Federal Women's Program (FWP) and the Program to Prevent Sexual Harassment. She is a former Civil Rights Investigator, Equal Opportunity Specialist and Equal Employment Manager and has served as the FWP Manager (full-time) for 10 years at the Library and worked with FWP for a total of 12 years. She has been a member of FEW's Southern Maryland Chapter for more than 15 years, has held several chapter offices including president, and in 2001 became a FEW lifetime member.

### LAVERNE A. PARKS

Laverne A. Parks has 36 years of public service with the Federal government and over 25 years of Equal Employment Opportunity (EEO) and Affirmative Employment (AE) experience to her credit. She studied EEO law at the Center for Legal Studies, Antioch Law School in Washington, D.C. and Alternative Dispute Resolution (Mediation) at the Duke University Law School, Private Adjudication Center. She dedicated sixteen years of her career to the Library of Congress and over 20 years to the U. S. Department of Justice, Executive Office for United States Attorneys (EOUSA) and the Drug Enforcement Administration's EEO Staffs, where she has functioned as the Deputy EEO Officer and held other positions such as EEO Specialist.

### VICTORIA PEAKE

Victoria has over twenty years of consulting, program development and training experience in industry, small business, education, and government environments. She is the Director, Community and Professional Education and Small Business Development Center at Brevard Community College in Melbourne, Florida.

### REV. DR. WILLIAM A POWELL

Rev. Dr. William A. Powell has 35 years of experience in the field of education, Affirmative Action, Peak Performance Coaching and Speaking/Training. He has a Master's Degree in Counseling and Guidance and a D. C. H. (Doctorate in Clinical Hypnotherapy). Rev. Dr. Powell was ordained in 2001 and has a Ministry in the Capital District. Rev. Dr. Powell has a thriving Speaking/Training business as well as his flourishing Hypnotherapy practice.

### DR. PAMELA L. PREWITT

Dr. Prewitt has worked as a Teacher and School Counselor in Texas, an Education Director for the U.S. Navy in Japan,

a Social Services Director, a Domestic Violence Crisis Counselor and spent 14 years as an Instructional Systems Specialist for the U.S. Army Armor School. Six of those years were spent evaluating National Guard Training Programs nation-wide. She now works as a Strategic Planner for Headquarters, U.S. Army Recruiting Command. She holds degrees from University of Kentucky (History and Political Science), Baylor University (Counseling), Indiana University (Instructional Systems Technology) and University of Louisville (Supervision). She is a Nationally Certified Counselor (NCC), a member of the Fort Knox FEW Chapter and a member of various other organizations.

## R

### SHIRLEY RADCLIFFE

Shirley Radcliffe is a Lifetime member of Federally Employed Women (FEW) and has served in many leadership positions at chapter, region and national levels. Shirley is currently serving as National FEW Parliamentarian. She is a member and past officer of National Association of Parliamentarians.

### EDIE RAETHER, MS. CSP

Edie Raether is a change strategist and President of Performance PLUS, a speaking, coaching and consulting firm. For 30 years she has been a human asset manager and is a well-established authority on people and performance. Edie has presented programs to over 2,000 professional associations and Fortune 50 companies. Special honors include induction into the International Who's Who of Professional and Business Women and the Lexington Who's Who. Edie is also a recipient of the CSP - Certified Speaking Professional - Award granted by the National Speakers Association for a proven track record of speaking experience, expertise and excellence. Less than 8% of the 5,000 speakers in the International Federation for Professional Speakers hold this highest earned award and professional designation.

### SUSAN G. RELFE, MS, LNHA

Ms. Relfe is a published, nationally recognized speaker. She holds degrees from the University of Illinois and Southern Illinois University and is a member of the professional speaking team of Gerontology. She has designed and supervised Stress Management and Wellness Programs in hospital, educational and business settings, leading management teams through positive communication techniques for enhancing employee and customer relations.

# NTP WORKSHOP PRESENTERS

## MARCIA RILEY-ELLIOTT, Ph.D.

Putting herself through school as a secretary, Marcia completed her graduate degree at Florida State University. She has done post-doctoral work and completed courses at Ohio State University, George Washington University and Dartmouth College. Having advanced from clerical positions, she has been employed as an instructor in the public school system, assistant professor at Western Kentucky University, adjunct professor at Tusculum College and adjunct faculty member for Keffer Graduate School of Management. She is the author and senior trainer for WIPE™ (Write in Plain English) workshops. Through this experience, she brings a broad range of writing and editing expertise to the training environment.

## CARROLLE A. RUSHFORD

Carrolle A. Rushford, President of Rushford & Associates, formerly taught personnel management and EEO courses for OPM. She was employed as an EO Specialist for the Federal Highway Administration before starting her own business in 1983. Author of the *Special Emphasis Program Manager Handbook*, Ms. Rushford conducts training in equal opportunity, affirmative employment, cultural diversity and prevention of sexual harassment. Carrolle received the Barbara Boardman Tenant Award from FEW in 1994 for her continuing volunteer work and support of the organization.

## S

## JEFF SACKS, CMP, Vice President – Midwest Region Conferon, Inc.

Jeff has worked in the meeting management/hospitality industry for 13 years. He received a hotel and restaurant degree from the University of Missouri-Columbia. Conferon, Inc. is the nation's largest independent meeting management company.

## WILMA V. SCHMITZ, MA

Wilma V. Schmitz is the owner of Aging Concerns, a geriatric care management and consultant company in St. Louis, MO. For 20 years, Ms. Schmitz has been an active public speaker on topics affecting the older population and has a regular care giving segment on the St. Louis local NBC-TV affiliate (Channel 5). Ms. Schmitz also has a monthly column in the St. Louis Times, a monthly magazine for mature adults. She is a member of Toastmaster International and the St. Louis Chapter of the National Speaker Association.

## IRIS W. SEALS

Iris has been a member of FEW since 1984 with the Mission Trails Chapter #123. She has served as chapter Awards Chair and has been president since 1998. She is the Southwest Regional Training Chair for the second two-term year. She was appointed to serve as member of the National Awards Committee, until recently appointed as Chair by President Jeni Bungert. Iris began her career with civil service in 1965. She was collateral Equal Employment Opportunity (EEO) from 1991-1996 and was promoted to an EEO Specialist in 1998. Due to downsizing, her position was abolished and she is not Chief, Administrative Communications/Official Mail Manager for Brooks Air Force Base, in San Antonio, Texas. She holds a Bachelor Degree in Management/Business and hopes to complete her Masters within the next couple of years. She is the recipient of many prestigious awards to include Woman of the Year for Brooks AFB and Vice President Al Gore's "Hammer Award."

## DR. CONNIE SITTERLY, Ed.D.

Dr. Sitterly is president of Sittcom, Inc. and founder of Management Training Specialists, a Fort Worth – Dallas based firm, specializing in customized training and development in public and private sectors, entry-level through officers. She has conducted programs on workplace issues for over 350 businesses, organizations, government agencies and universities throughout the U.S. and internationally and frequently keynotes to national and international conferences. She is author of *The Female Entrepreneur*, *The Woman Manager*, *Act Now or Pay Later*, *Conflict: Causes, Consequences & Cures*, and is a recurrent radio and television guest.

## DR. BOBBE SOMMER, Ph.D.

A leading psychologist and author, Dr. Bobbe Sommer brings wit, warmth and wisdom to her popular keynotes and seminar presentations. A dynamic and popular international speaker, seminar leader and consultant, her speaking and consulting experience spans more than 20 years and four continents. Dr. Sommer was chosen as "Hottest Speaker" by Working Woman magazine, has appeared on Oprah, interviewed by Maria Shriver and Talk America and has been a guest on numerous other TV and radio shows. Bobbe is author of *Psycho-Cybernetics 2000*, a revitalization of Maxwell Maltz's classic, *Never Ask a Cactus for a Helping Hand*, and her latest book, *Surfing Your Inner-Net*.

# NTP WORKSHOP PRESENTERS

## FRED SOTO, Ph.D.

Orlando based Fred Soto, is an internationally respected motivational speaker, author and consultant who has helped a quarter of a million people and hundreds of organizations improve their performance. An expert on personal and organizational leadership, he is the author of two widely acclaimed books entitled *Diversity: Straight Talk from the Trenches* and *Managing Diversity in the New Reality*. His numerous awards and commendations from civic groups and professional organizations include a lifetime achievement award for training excellence. Using exciting new research and twenty-five years of hands-on business experience, Fred brings a uniquely positive view of the future into practical application at all levels. His programs equip people to confidently manage change and succeed in today's changing workplace.

## MARION STEVENS

Ms. Stevens is the President of Time Management Consultants, training and consulting firm. She is a certified Time Management Consultant with many years experience in presenting time management seminars and personal consulting on effective time management. She also presents a variety of seminars topics to companies across the country. She has a Bachelor of Science in Management Information Systems from Southern Illinois University at Edwardsville, Edwardsville, IL and a Master of Arts in Human Resources Development and Computer Resources Management from Webster University, St. Louis, MO.

## T

## TOY TAIRA

Toy Taira founded Potomac Change Management in 1992 and now coaches executives and employees in organizations going through transitions. She taught at Johns Hopkins University, Masters Program of Applied Behavioral Sciences; was Deputy Division Director for FDA Pilot Drug Evaluation Staff; held other federal management positions; co-authored *Managing in the Age of Change*; proactively served as EEO Counselor and Center's Women Representative in FDA; listed in Who's Who; and is now a Union Chief Steward.

## RHONDA TRENT

Ms. Trent is currently the Southwest Regional Manager and has served in various capacities in the Southwestern Region as well as at the National level on various committees, past and present. She has been an active member of FEW for over 12 years; and has served as Chapter officer of the Tinker and Greater Oklahoma City (OKC) Chapters of FEW in Oklahoma City. While Chapter officer, numerous awards were won and membership increased. Membership recruitment and retention is the key to a successful chapter and she has experience in this arena.

## W

## JOYCE WALDEN

Joyce is a dynamic and energized speaker. An expert in financial service for over seventeen years, she loves to speak on her passion. She believes that working specifically with "Credit" is her ministry. Armed with a Bachelor's in Finance and a license in Real Estate she is very versed in her trade. Joyce has been recognized as being a trailblazer by her peers and has received numerous awards and honors. She is formerly President of Integrity Mortgage Solutions Inc., recently sold to Wells Fargo Home Mortgage.

## JANIE WALTERS

Janie Walters is a human communications specialist and owner of Champion Communications, a professional speaking and training service. She holds a Master's Degree in Communications with emphasis in Public Relations. Author of the book "DEVELOP THE HABIT OF JOY," Janie is also a member of the National Speaker's Association, a wife, Sunday School Teacher, actress, former disc jockey, director of more than 50 plays and musicals, and listed in WHO'S WHO AMONG AMERICA'S TEACHERS 2000.

## DR. CONNIE S. WARDELL

Dr. Wardell has worked as a public high school teacher in Illinois and Indiana, a Peace Corps volunteer in Turkey, a high school completion program administrator in education; Indiana University (English and education); and two from the University of Louisville (supervision founded an investment club for Fort Knox women in 1996.

## PATRICIA (PAT) WIGGINS

Pat Wiggins is a Staff Assistant in the Office of External Relations at the U.S. International Trade Commission. She is the Federal Women's Program Manager (collateral) and has served in that position for five years. Ms. Wiggins began her tenure 12 years ago as the FWP Advisory Committee Chair.

## PATRICIA M. WOLFE

Patricia is currently the FEW National Executive Vice President. She has been active at all levels of FEW since she joined in 1982 and has previously served as FEW's Vice President for Membership & Chapter Organization, the 1995 National Training Program in Tacoma, WA; Regional Manager of the Pacific Northwest Region; and as President of Rainier Chapter. She credits her volunteer experience with FEW as a significant contributing factor to the major career change that she made four years ago when she accepted an internship at the U.S. Department of the Treasury and moved from Washington State to the "Other Washington." She is currently a Contract Specialist, U. S. Department of the Treasury, Washington, D.C. and lives in Centreville, VA.